

swipeclock

vision & vision+

CLOCK SETUP AND USER GUIDE

Last updated: December 04, 2023



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Swipeclock Vision & Vision+ Setup

Before installing and setting up your clock, choose a location that is:

- Accessible to all employees.
- Near a power source.
- Near network access. This could be either a wired Ethernet connection or wireless. Swipeclock Vision works best with an Ethernet connection, but if you are connecting the clock to a wireless network, ensure the clock is located in an area with a strong signal and a low risk of signal interference.

For more details on the physical installation, check out the [Swipeclock Vision Installation Guide](#).

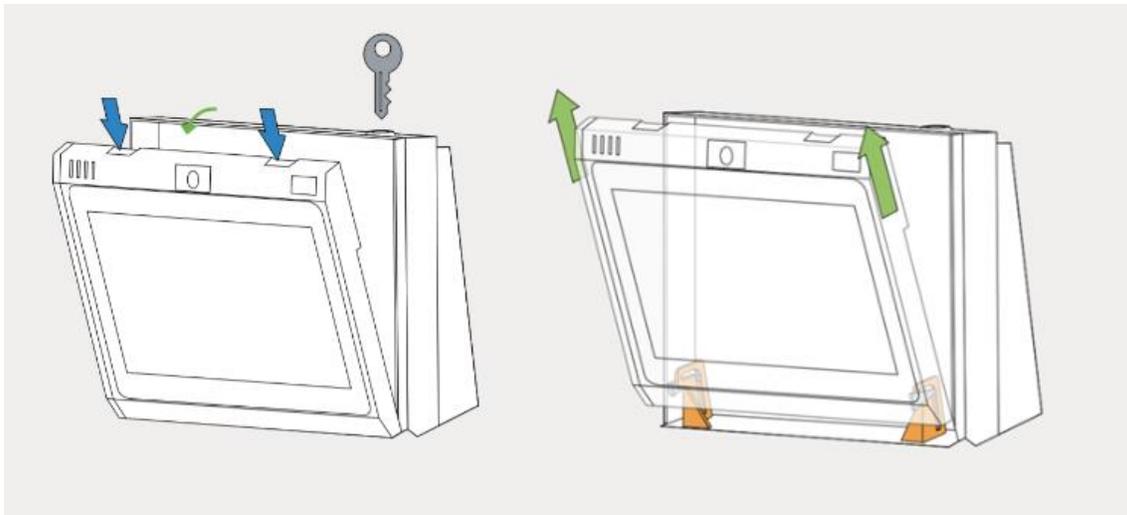
Vision vs. Vision+ Terminology Usage

In this manual, when the term “Vision” is used, it is assumed that the instructions also apply to Vision+. However, if the instructions only apply to Vision+, then the term “Vision+” is used.

Section 1: Connect and Power up the Clock

The clock's power and network connections are located inside the body of the clock:

1. **Unlock and open the clock.** Insert the provided key into the lock on the top of the clock. The clock is unlocked when the key head is perpendicular to the clock face. The face of the clock opens out, hinging from the bottom, so place your fingers in front of the seam along the top of the touchscreen and pull the face towards you. This may take slightly more force than expected. The clock initially opens about an inch, but by lifting the clock face *up*, it opens further.



2. **Connect the clock to your network.** For Ethernet connections, run the cable through the opening on the back of the clock (image below). The port is located on the right side of the circuit board as you are facing the clock. If you are using Wi-Fi instead of Ethernet, skip to the next step. Note, if your clock is already mounted to the wall, you will need to remove it to perform this and the following step.



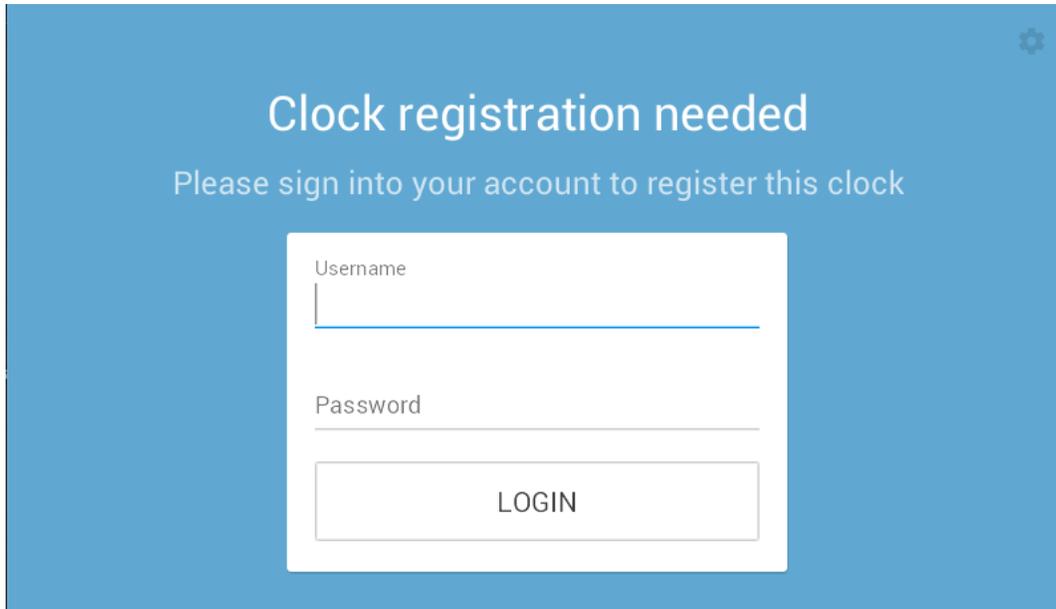
3. **Power up the clock.** With the clock still open, run the DC power connector from the clock's circuit board through the opening on the back of the clock. Connect it to the power supply and plug in the clock. The clock will boot to the registration screen automatically. There is no ON/OFF switch for the clock.
4. **Mount the clock.** - Close the clock face, lock the clock, and mount it back on the wall.

Battery Installation

If you purchased a backup battery or your clock came with a battery, follow the installation instructions found in the Installation Guide on how to connect the battery to the connector within the clock housing.

Section 2: Register the Clock

Once the clock completes its boot process, you will see the registration login screen. This is where you link the clock to your timekeeping account using your login.

A screenshot of a registration screen with a blue background. At the top right is a gear icon. The main heading is "Clock registration needed" in white. Below it is the instruction "Please sign into your account to register this clock" in white. In the center is a white login form with two input fields: "Username" and "Password". Below the fields is a "LOGIN" button.

When using the **Ethernet connection with DHCP**, the clock connects to your network automatically. This is the suggested method of connectivity and applies when your network does not require any specific configuration for acquiring an IP address. Once connected and powered up, you can then proceed with the steps found under [Register to Your Timekeeping Account](#) below.

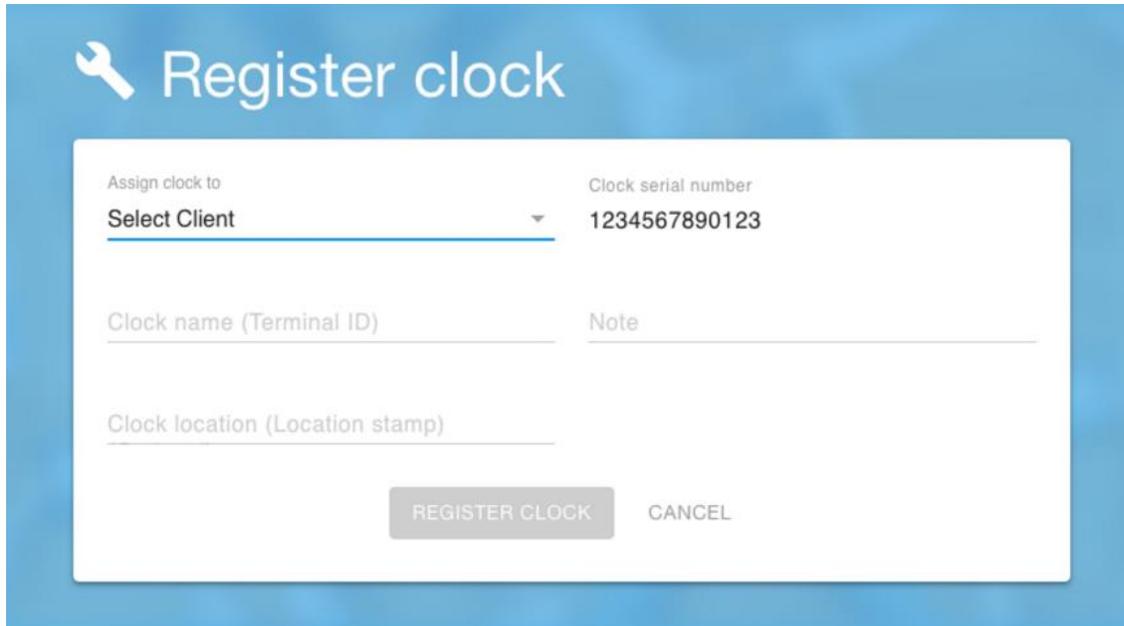
However, if you are using Wi-Fi or need to configure your Ethernet connection, you will need to configure your network first. If you are connecting via:

- **Wi-Fi**, then follow the instructions under [Connect to a Wireless Network](#) under *Section 4: Configure Alternate Connection Methods*.
- **Ethernet with a device-requested static IP**, then you will need to follow the instructions under [Connect with a Static IP](#) in *Section 4: Configure Alternate Connection Methods*.

REGISTER TO YOUR TIMEKEEPING ACCOUNT

Once the clock is connected to your network:

1. Enter your timekeeping credentials on the clock registration screen and select **LOGIN**. This takes you to the *Register Clock* screen.



2. With the *Assign clock to* dropdown, select your company by name.
3. Fill in the *Clock name*, *Clock location*, and *Note* fields as desired. These fields are optional, but if you choose to fill them in later, you will need to contact your timekeeping provider.
4. Select **REGISTER CLOCK**.

Registration will take a few moments to complete. A green confirmation screen lets you know when it's done. Select **GOT IT** to be taken to the clock entry screen, which is what employees see when they use the clock.

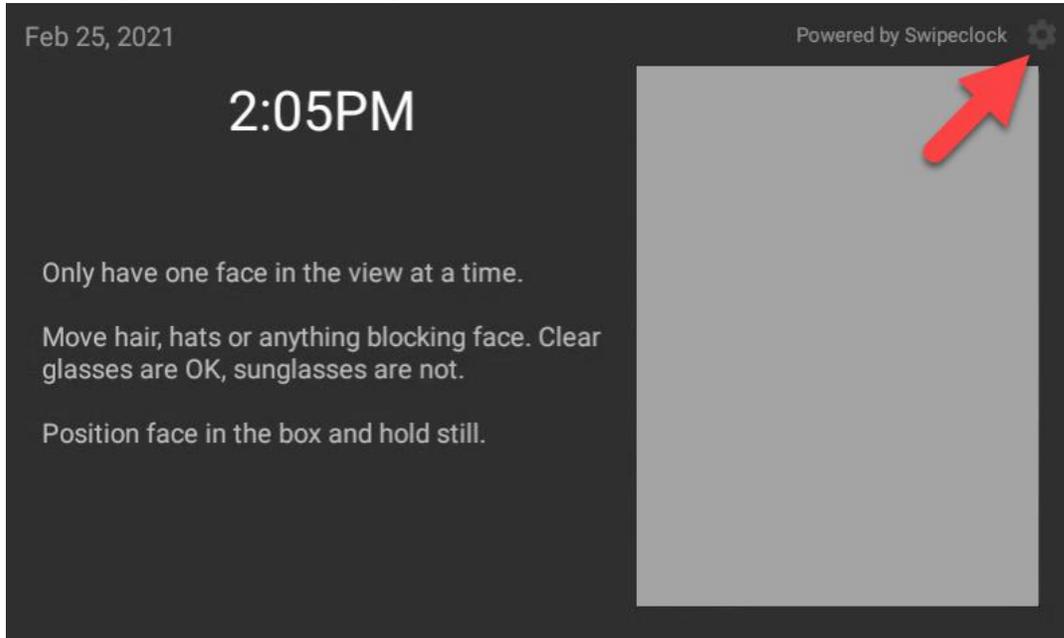
“UPDATE DOWNLOADING”

After a few moments of inactivity, the clock checks for any updates to the Swipeclock Vision app. If an update is available, it automatically downloads it and “update downloading” appears on the screen. This process is followed by a restart and should only take a few minutes. You can check the version of your clock’s software, as well as force it to check for an update, on the Info tab in the Clock Settings.

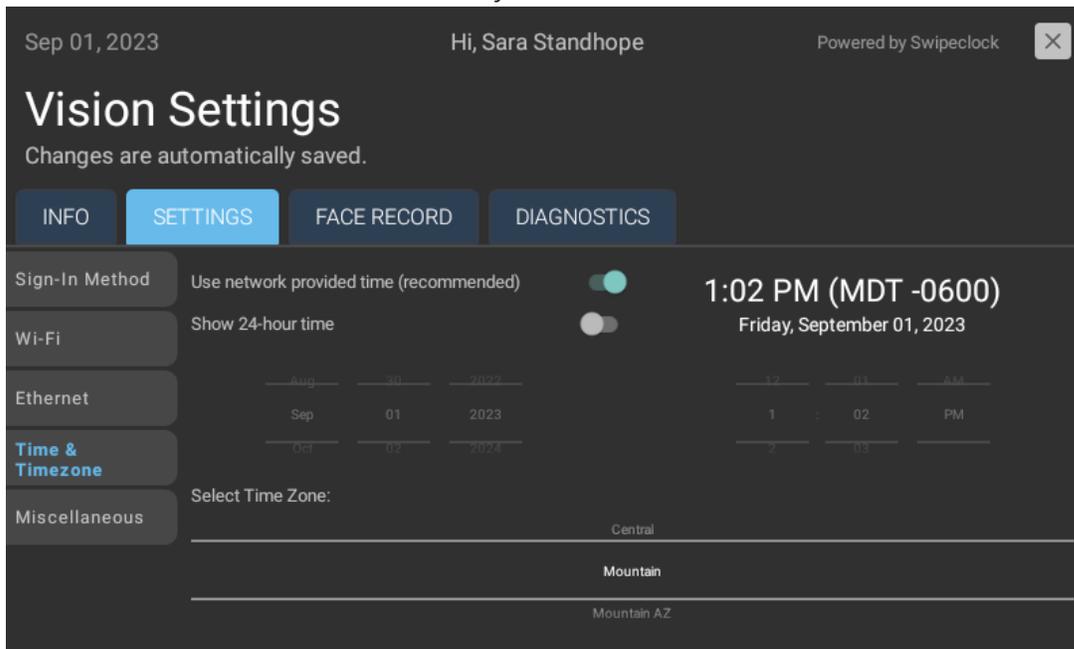
Section 3: Set the Time Zone

The last stage of basic setup is to set your clock's time zone.

1. Select the gear icon in the upper right of the clock entry screen.



2. Log in with your timekeeping login and password.
3. On the *SETTINGS* tab, select the **Time and Timezone** subtab.
4. Use the time zone selector wheel to choose your time zone.



5. Select the X in the upper right corner to exit the clock settings and return to the clock entry screen.

The clock is now ready to use. Check out [Section 7: Facial Registration](#) for instructions on enrolling employees on the clock.

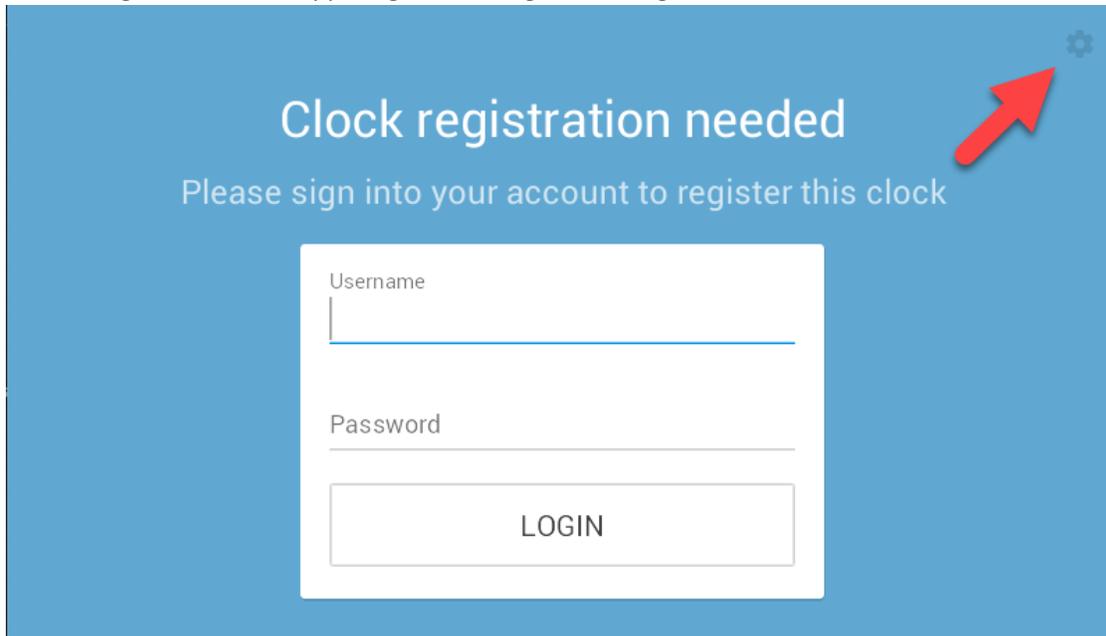
Section 4: Configure Alternate Connection Methods

Swipeclock Vision performs best with a wired Ethernet connection. This is because it provides a consistently strong connection with less risk of interference or loss of connectivity. However, the clock also comes equipped with built-in Wi-Fi. Additionally, for wired networks only, the clock also supports entering a static IP instead of using DHCP. The configuration for each option is described below.

CONNECT TO A WIRELESS NETWORK

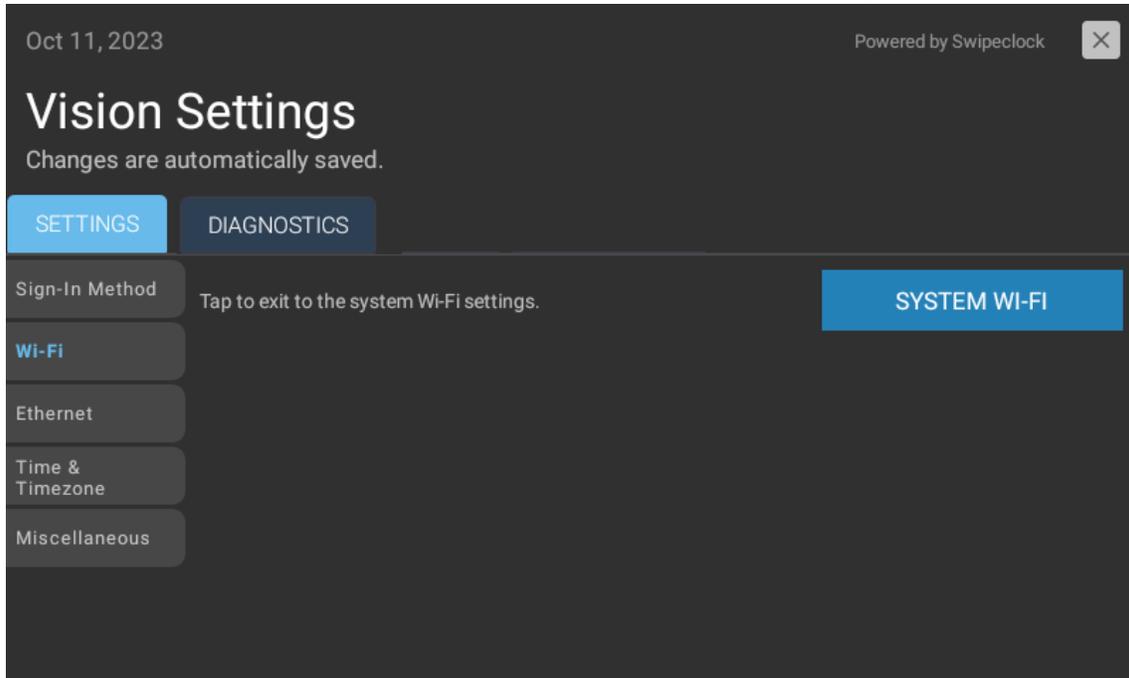
An unregistered clock needs to have its Wi-Fi connected before you can register it. To connect a clock to Wi-Fi:

1. Select the gear icon in the upper right of the registration login screen.

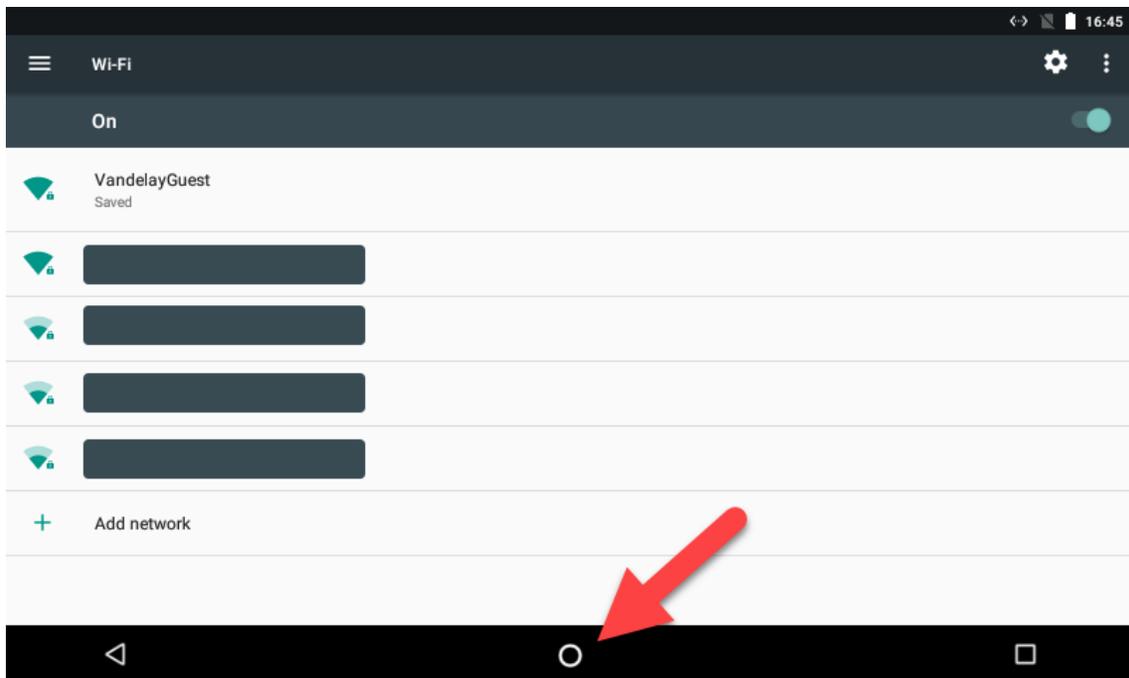


2. On the *SETTINGS* tab, select the **Wi-Fi** subtab.

3. Select **SYSTEM WI-FI**. This takes you out of the clock app to the device's settings.



4. Select your wireless network from the list.
5. Enter the password and select **CONNECT**.
6. Once the clock is connected, return to the clock app by selecting the HOME (circular) button at the bottom of the screen.

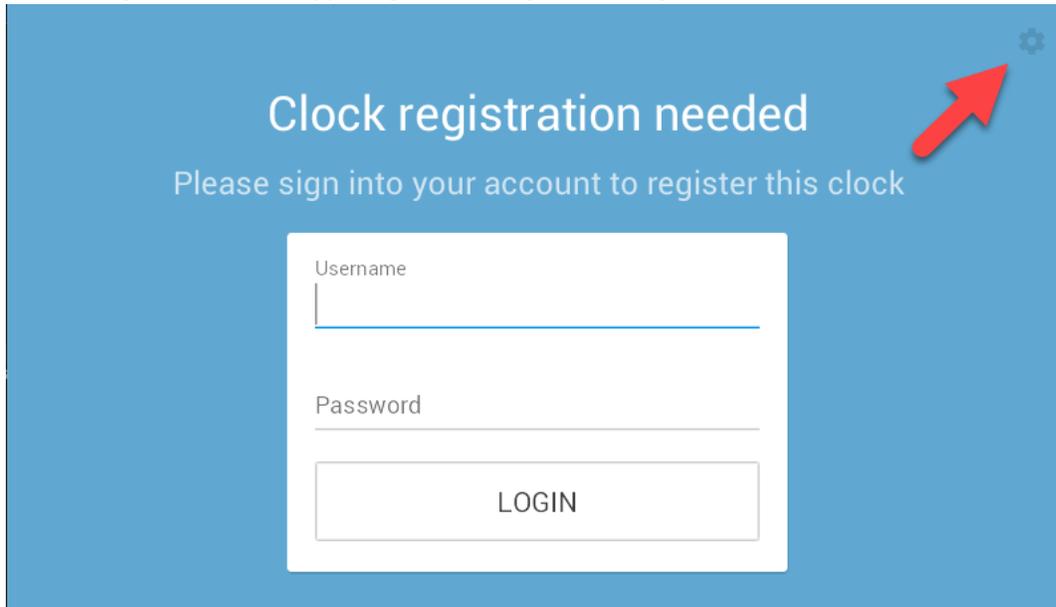


7. Once you've been returned to the *Clock registration needed* screen, follow the steps above on how to [Register to Your Timekeeping Account](#).

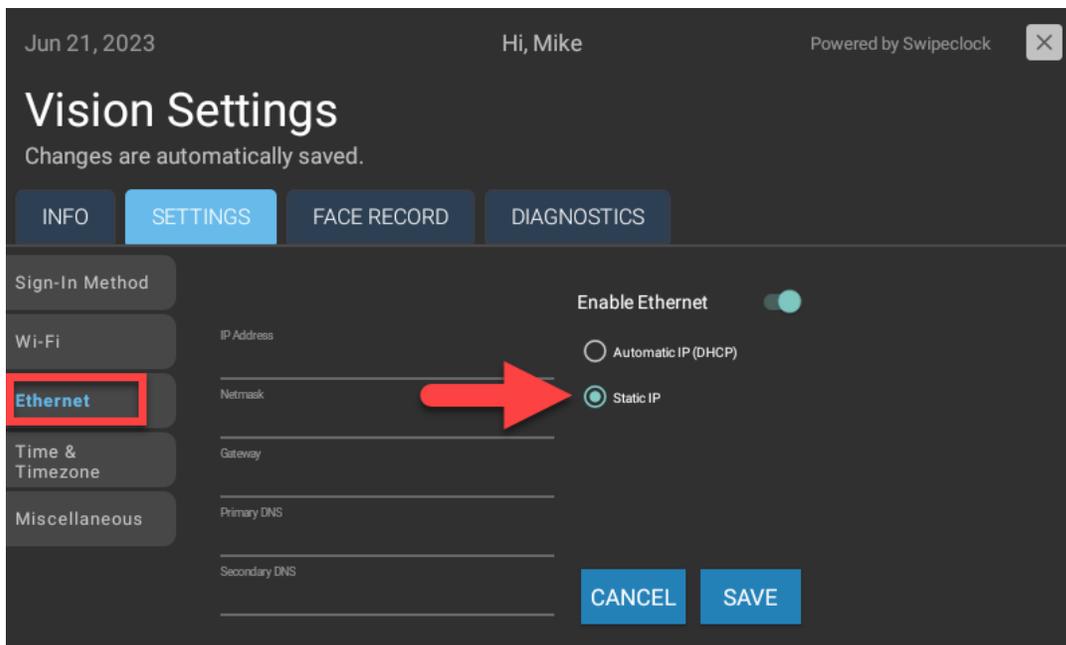
CONNECT WITH A STATIC IP

Swipeclock Vision supports a device-requested static IP on wired connections. To set this up for an unregistered clock:

1. Select the gear icon in the upper right of the registration login screen.



2. On the *SETTINGS* tab, select the **Ethernet** subtab.
3. Enable **Static IP**.



4. Enter the IP, Gateway, and DNS information provided by your network administrator. Netmask normally does not need to be changed, but if it is needed, your network administrator can provide that information as well.
5. Select **SAVE**.
6. Exit the clock settings with the X button in the upper right corner and follow the steps above on how to [Register to Your Timekeeping Account](#).

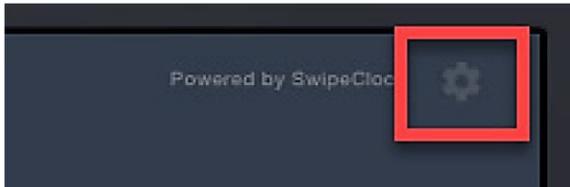
Section 5: Trusted PIN Option

Vision has an option for certain employees to use a PIN to identify themselves instead of having their face scanned. When enabled, this option appears as a button on the touchscreen. If an employee that has **not** been given a Trusted PIN tries to use this button, their punch will not be recognized.

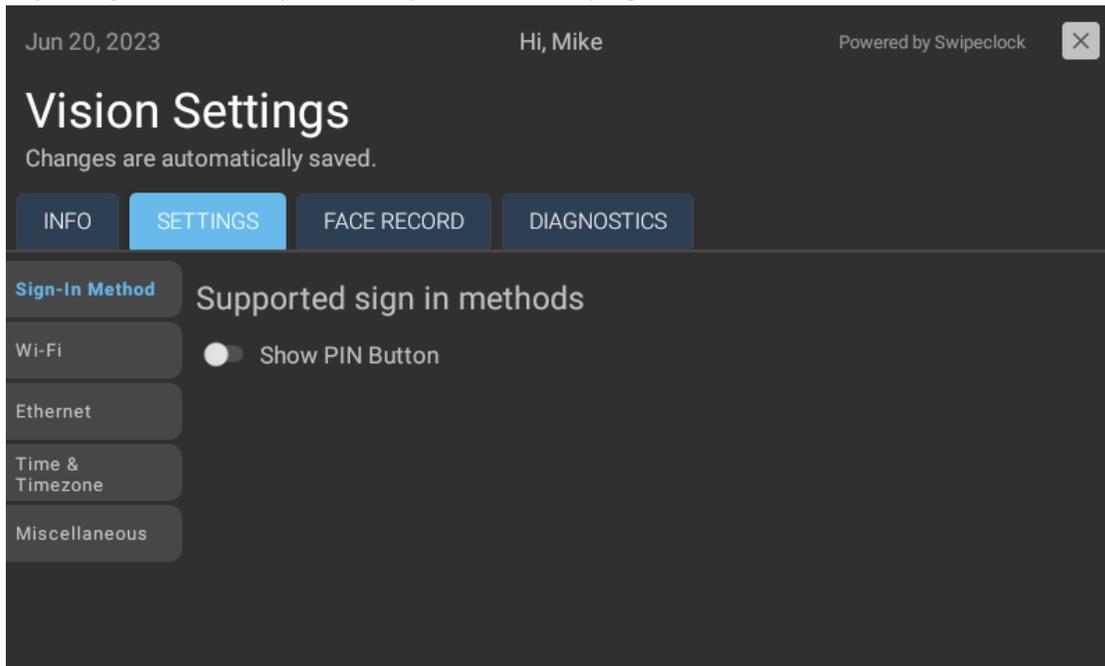
This feature is not enabled by default and requires additional configuration in your timekeeping system.

To enable the button that allows select employees to clock in with a PIN:

1. From the clock entry screen, access the **Settings** tabs by tapping the **gear** icon.



2. Enter your username and password.
3. Tap the **Settings** tab and select the **Sign-In Method** subtab.
4. Enable **Show PIN Button**.
5. Any changes are saved upon exit. Tap the **X** at the top right of the screen.



For more on setting employees up with Trusted PINs, see your timekeeping system's online knowledge base.

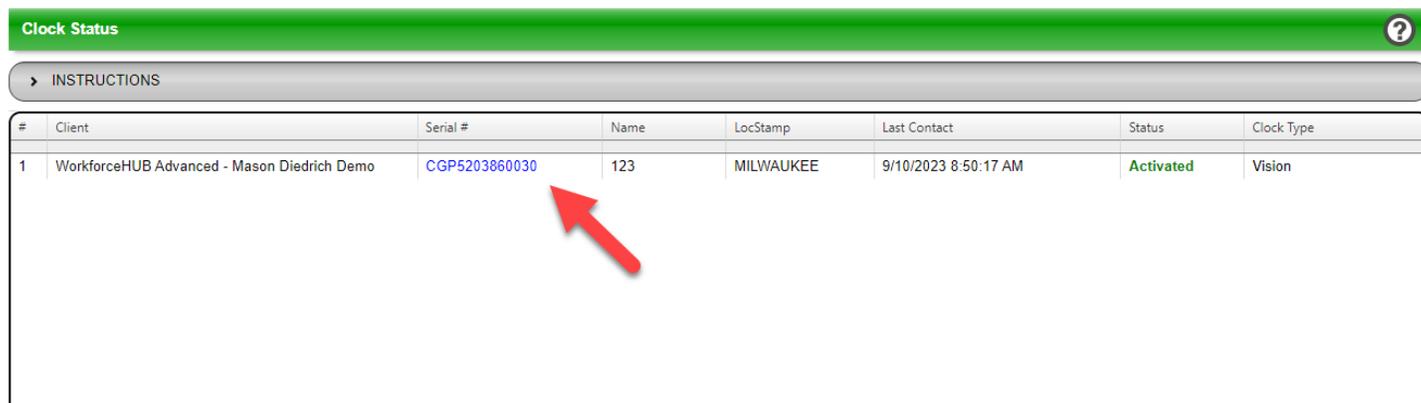
Section 6: Set Your Clock Settings Password

Once your clock is registered, Swipeclock strongly suggests adding a Clock Settings Password. This device-specific password lets you access settings when the clock is offline, allowing you to make changes if your network goes down or requires changes. You

can also choose to give it to your IT administrator so they can manage the clock's network settings without needing a login to the timekeeping system.

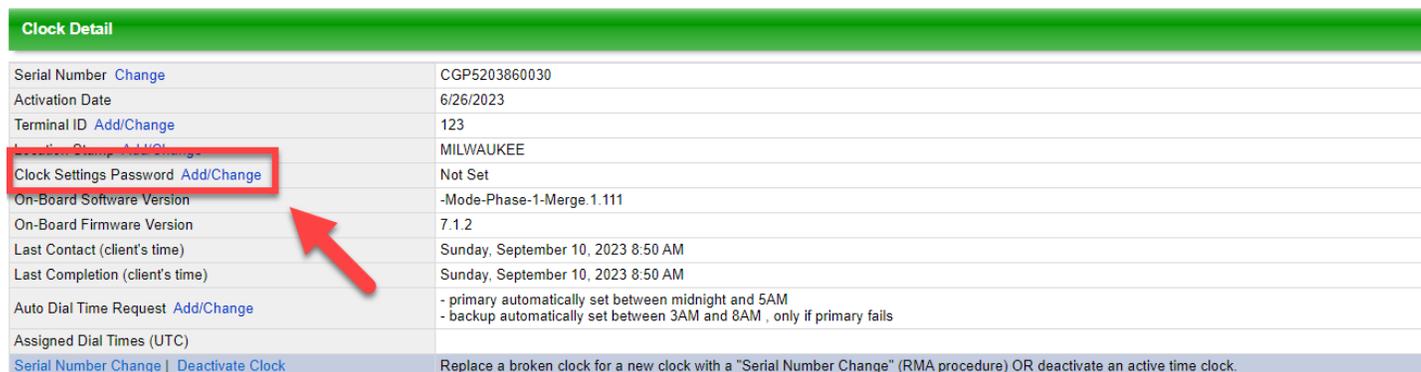
The Clock Settings Password can only be set up *after* registration through the timekeeping system by either a company admin or provider.

To set the Clock Settings Password, access the **Clock Status** page in your timekeeping account. (Check your product's knowledge base if you are unsure of how to find the Clock Status page.) Then select your clock by clicking the serial number.



#	Client	Serial #	Name	LocStamp	Last Contact	Status	Clock Type
1	WorkforceHUB Advanced - Mason Diedrich Demo	CGP5203860030	123	MILWAUKEE	9/10/2023 8:50:17 AM	Activated	Vision

On the Clock Detail page, select **Add/Change** to enter a new Clock Settings Password.



Serial Number Change	CGP5203860030
Activation Date	6/26/2023
Terminal ID Add/Change	123
Location Stamp Add/Change	MILWAUKEE
Clock Settings Password Add/Change	Not Set
On-Board Software Version	-Mode-Phase-1-Merge.1.111
On-Board Firmware Version	7.1.2
Last Contact (client's time)	Sunday, September 10, 2023 8:50 AM
Last Completion (client's time)	Sunday, September 10, 2023 8:50 AM
Auto Dial Time Request Add/Change	- primary automatically set between midnight and 5AM - backup automatically set between 3AM and 8AM , only if primary fails
Assigned Dial Times (UTC)	
Serial Number Change Deactivate Clock	Replace a broken clock for a new clock with a "Serial Number Change" (RMA procedure) OR deactivate an active time clock.

The password can be any alphanumeric combination of at least 4 characters and no more than 25 characters. Once set, allow up to 5 minutes for it to sync to the clock. The clock must be online for the password to sync.

Facial Clock Use

The Vision clock is designed to eliminate buddy punching. An employee positions their face in front of the camera, and the clock looks for a match from its database. When a match is found, the employee completes their punch by selecting IN, OUT or another punch type.

This section explains the process of registering faces and other items related to this feature.

Section 7: Facial Registration

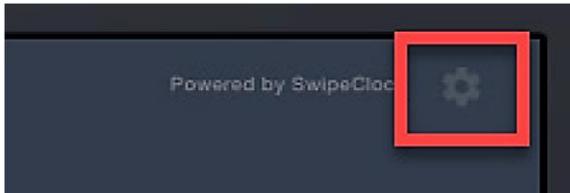
An employee's face must be registered on Swipeclock Vision before they can clock in and out. Registration converts facial features into an algorithm which is subsequently stored on the clock and the timekeeping system's servers.

Before registering an employee, they must be entered in the timekeeping system. See your timekeeping system's online knowledge base for more information on adding employees.

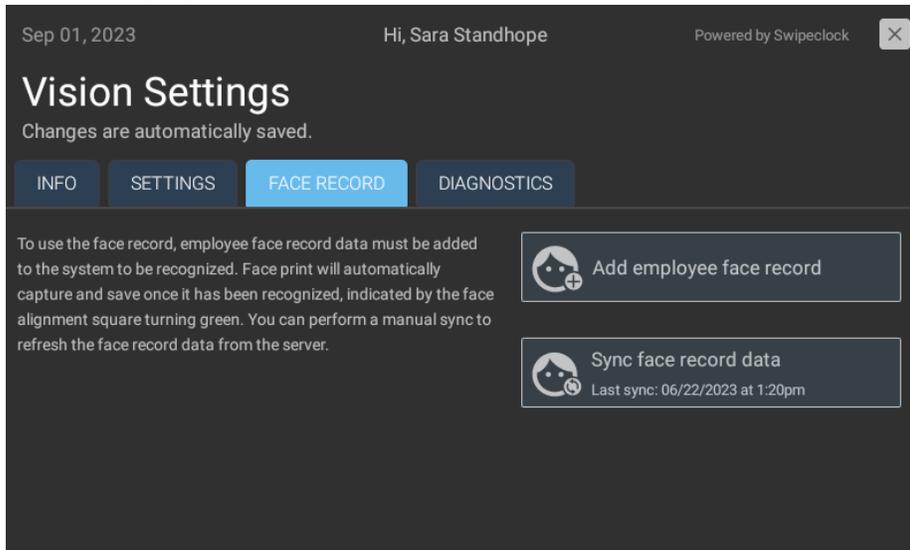
IMPORTANT: The clock must be connected to the internet for facial registration.

ACCESS FACIAL REGISTRATION AND SELECT EMPLOYEE

1. From the clock entry screen, access the **Settings** tabs by tapping the **gear** icon.

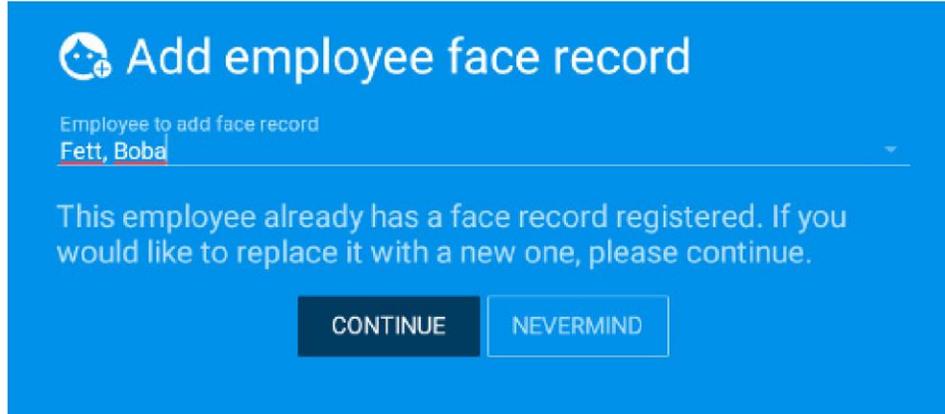


2. Enter your username and password.
3. Choose the **Face Record** tab. This may be the only tab you see.
4. Select **Add Employee face record**.



5. Search and select the employee by name. You can narrow the results by typing the first or last name with the onscreen keyboard.

If the employee already has a face record enrolled, it is indicated underneath their name. Employees can only have one face record enrolled on Swipeclock Vision.



If you see a message explaining the employee already has a face registered, you can tap **Nevermind** to keep the record and return to the clock entry screen. If you would like to replace the enrolled record, continue to the next step.

6. Tap **Continue** and proceed with the Registration Process, which is detailed in the next section.

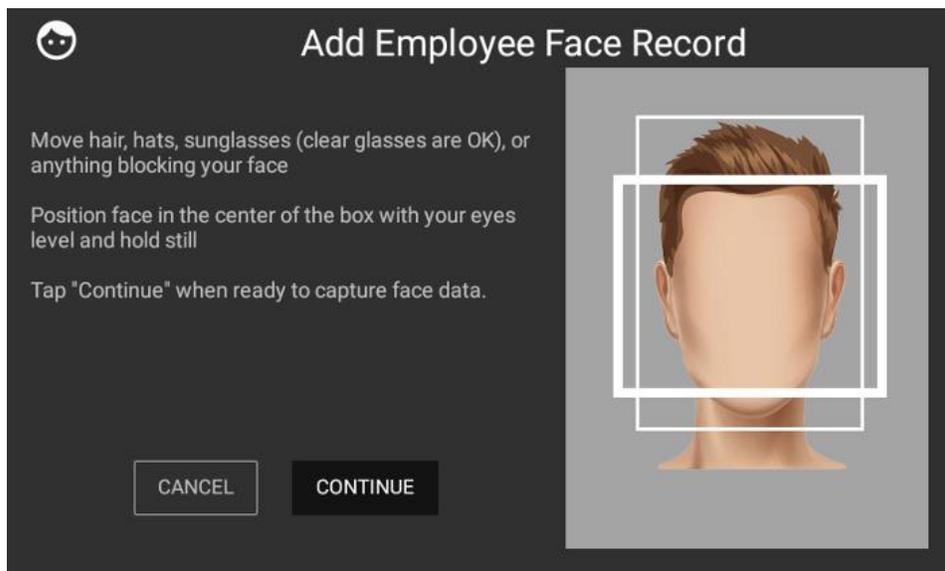
REGISTER THE FACE RECORD

Prior to registering the print, the employee will be asked to acknowledge that their biometric data is being collected by the clock. This screen includes a web address for a page where the employee can read the full terms of this consent. The consent document cannot be read on the clock.

If the employee does not provide their consent, the enrollment process is cancelled.

NOTE: Swipeclock's privacy policy is found at <https://www3.swipeclock.com/privacy-policy/> and will always be shown on the screen. However, we strongly recommend that you research any biometric collection requirements mandated by your state or other governing authorities and create your own acknowledgement document in accordance with those rules.

Once you reach the **Add Employee Face Record** screen, have the employee position their face in the white box and hold still.



Once the employee is ready, tap **CONTINUE** on the touchscreen to start the capture process. This may take a few seconds as the clock records the landmarks on the employee's face. Once registered, the screen displays **Face Capture Successful**. Tap OK to return to the Settings screen.

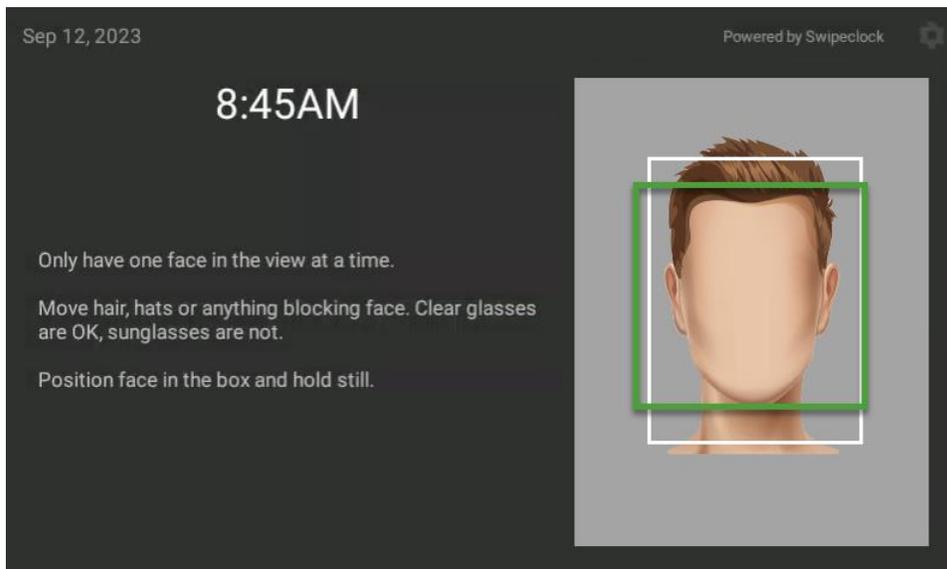
TIPS FOR SUCCESSFUL FACIAL SCANS AND MATCHES

When registering face records and using the clock, employees should make sure that nothing is blocking their face, such as hair, sunglasses, or a hat. Clear glasses do not hinder the scan process. They should also try to position their face in the center of the box (taller employees may need to bend their knees slightly), keep their chin slightly up, and hold still.

Lighting in the area of the clock can also affect its ability to match faces. Dark locations make matching difficult, and areas that are too bright can wash out facial features. Consistency of the lighting also plays a role. If there is a light source, like a window, that creates a "hot zone" on one side of the employee's face, they should try shielding that side of their face with their hand.

Section 8: Employee Instructions

To use Vision to clock in and out, an employee walks up to the clock and stands between 1 to 3 feet away from the clock. The touch screen displays the camera's view with a white frame. As the employee moves to position their face within the frame, Vision captures the employee's face, indicated by a green frame around the face. Taller employees may need to crouch slightly to get their face within the field of view.



Once the face is recognized, the screen advances to the clock entry screen and the employee can use the touchscreen to select their punch type.

Section 9: Vision FAQ

I have multiple Swipeclock Vision clocks, do I need to enroll employees on each clock?

No, an employee enrolled on one clock will be enrolled on all clocks. Face records are saved both locally on the clock, as well as on the timekeeping system's servers. The clocks sync with the servers daily, but if you would like to force a sync, return to the Face Record tab (steps 1-3 of the registration process) and tap **Sync face record data**. Then repeat on all clocks connected to your account.

Who can register face records?

The ability to register face records can be done by administrators as well as those with manager or supervisor-level access to the timekeeping system.

Does the clock save an image of the employee's face?

No, an image of the employee's biometric data is never stored on the clock or our servers. Instead, the data is stored as a biometric template that can only be read by the clock's proprietary software.

How do I know which employees are already registered?

If you attempt to register an employee who already has a face record in the system, the clock will notify you and you can either re-register the face or cancel the process. Also, the Biometrics Maintenance page in the time and attendance system displays the enrollment status of your employees.

Section 10: Vision+ Thermal Scan

Vision+ uses the same facial recognition process as Vision but also includes a thermal scan. This thermal scan checks an employee's temperature each time they use the clock.



This thermal scan uses a default temperature threshold of 102° F. If the employee's temperature is above that threshold (not equal to), the punch process is interrupted, they are instructed to contact their manager, and their punch is not recorded. The thermal scan occurs every time an employee uses the clock, including when they clock out.

DISCLAIMER

The Vision+ thermal module is not a medical device and is not intended for use in diagnosing disease or other conditions, or in the cure, mitigation, treatment, or disease prevention, and is not FDA-approved or cleared for such use.

The Vision+ thermal sensor, when properly installed and configured, quickly returns a reading of an individual's skin surface temperature. A body temperature reading should be confirmed by a secondary evaluation method (e.g., an NCIT or clinical grade contact thermometer) and should not be solely or primarily relied upon to diagnose or identify a diagnosis of COVID-19 or any other disease.

Please note that it is the sole responsibility of any organization or employer that requires its employees to use the Vision+ device and features, such as the thermal module, to determine and comply with all applicable employee and health information protection laws and regulations and any other law or regulation that may apply to the use of the thermal modules or any other Vision+ function.

Section 11: Temperature Threshold Settings

The Vision+ temperature threshold has a default setting of 102°F but can be adjusted to any temperature between 98.6° and 102°F.

TO CHANGE THE TEMPERATURE THRESHOLD:

1. Log into the timekeeping system.
2. Access the **Clock Status** page from the Settings Menu.
3. Choose a Vision+ clock by clicking the serial number.
4. Locate **Vision+ Temperature Threshold** on the **Clock Detail page** and select **Change/Disable**.
5. Enter the new threshold.
6. Click **Save Changes**.



Find Home | Help | Log Out

Change or Disable Temperature Threshold

Threshold settings will apply to all Vision+ clocks registered on this account.

Temperature Threshold (°F) (must be between 98.6 and 102 degrees fahrenheit)

Disable Temperature Scanning

Save Changes Quit (Don't Save)

The new threshold is now applied. If you have multiple Vision+ clocks assigned to your timekeeping account, changing the threshold on one clock automatically applies it to all clocks; you do not need to set the threshold on each individual clock.

TO DISABLE THE THERMAL SCAN ENTIRELY:

1. Follow steps 1-4 for changing the temperature threshold.
2. Check **Disable Temperature Scanning**.
3. Click **Save Changes**.

This disables the thermal scan for all Vision+ clocks assigned to your timekeeping account.

Troubleshooting and Technical Info

The troubleshooting steps in this section address common issues, many of which are resolved by resetting the clock. Full instructions on resetting the clock are found later in this section.

BLACK SCREEN

The clock's camera is always on and ready for scanning faces, but if for some reason the screen is blank, unplug the clock and plug it back in. Note that you should never set any "sleep" settings in the clock's Android settings as this does affect performance. If the clock appears to be going to "sleep" frequently, check the online knowledge base for instructions on how to make sure "Never Sleep" is enabled on the clock.

LOSS OF INTERNET CONNECTION

Swipeclock Vision collects punches (including facial punches) when not connected to the internet. When the connection is restored, the punches are transmitted to the timekeeping system's servers and then to the time cards. Intelligent Clock features, like Clock Lockout and Punch Logic, do not work in offline mode as these both require interaction with the time card.

LOSS OF POWER

Swipeclock Vision cannot accept punches if it loses power, however, any punches made prior to a power loss are stored and will be transmitted once power is restored. If your clock came with a battery, it could operate without an outside power source for 2 to 3 hours. Once the battery expires, the clock can no longer accept punches.

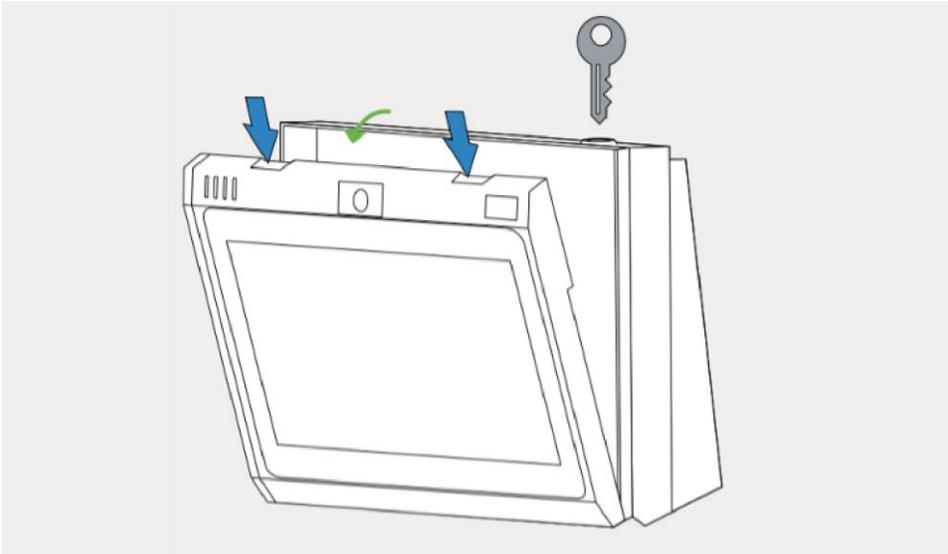
CLOCK NO LONGER CONNECTS TO NETWORK

If the clock is in offline mode and you cannot find any problem with your network signal, make sure nothing has changed on your network from when you originally set up and configured the device. For example, if your Wi-Fi password has changed, the clock cannot connect until you enter the new password. Changing the network settings while the clock is in offline mode requires using your [Clock Settings Password](#). However, if you have not set a Clock Settings Password, please contact your provider for assistance.

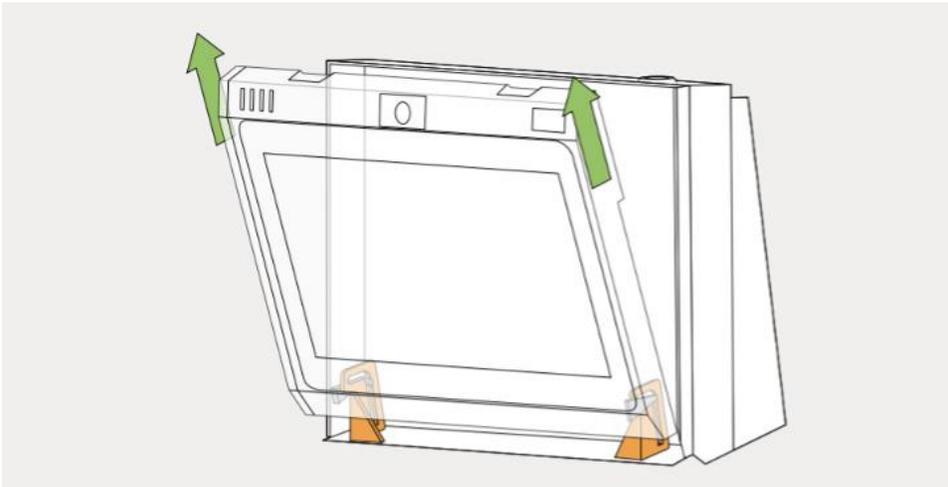
CLOCK RESET

When you reset the clock, it reboots the device and automatically relaunches the Vision clock app.

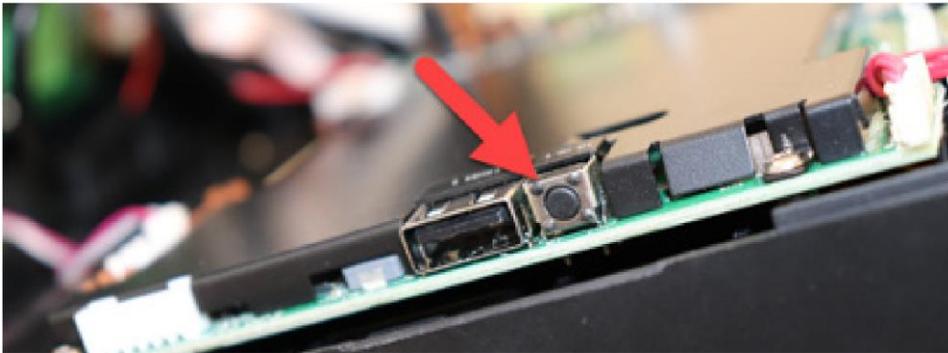
1. To reset a clock, use the key that came with your device to unlock it. You'll find the lock on the top of the clock.
2. Place your fingers on the front portion of the upper clock housing, right above the screen, and pull out. The clock face will **partially** open.



3. Place your fingers on the sides of the partially opened clock face, pull slightly up, and then out. This allows you to open the clock further for better access.



4. The clock reset button is found on the left edge of the clock face, near the USB port.



Occasionally, the reset process is not enough to resolve some issues with the clock and instead you need to perform a full power cycle by removing power from the clock. **To power down the clock**, unplug the clock from the wall outlet and, if your clock has a backup battery installed, remove it as well. (*Access to the battery compartment requires opening the front face of the clock.*) Let the clock sit without power for at least 30 seconds and then plug it back in and replace the battery.

SOFTWARE UPDATES

Swipeclock Vision checks for software updates nightly, but following initial registration, it also checks for an update after two minutes of inactivity. The update process is brief and only happens if there is an update available. A blue install screen indicates that the update has been initiated and once completed, Swipeclock Vision displays the clock entry screen.

The nightly auto-updates will download at 2 am local time. If you wish to change the default time for updating the software, you can do this in the Clock Settings.

DEVICE OPERATING TEMPERATURE

For the best operation and stability of the device, the working temperature should be between 32°F/0°C and 104°F/40°C. Operating humidity is between 5% and 80% non-condensing.

Swipeclock Vision Specifications

PROCESSOR

Freescale 1GHz (Dual Core) Cortex A9

DISPLAY

7" TFT LCD Capacitive Touch Screen, 800 x 480 Resolution
16x9.6 Aspect Ratio

SYSTEM

Android 7.1.2

MEMORY

RAM: 1 GB DDR3 RAM + 512MB SLC NAND
Storage: 8G eMMC, Class 10 SD card
Expansion: microSD card slot

CAPACITY

Card Numbers: 10,000
Transactions: approximately 1 million

COMMUNICATIONS

Standard 10/100/1000 Mbps Ethernet
Certified Wi-Fi 802.11 a/b/g with MIMO
USB 2.0 ports
Wiegand

BIOMETRIC TECHNOLOGY

Silk ID Sensor (ZK) – Touch-based optical fingerprint reader with FBI PIV and Mobile ID certification;
FAP20 High-performance live-finger detection

RFID CARD TECHNOLOGY

EM4100 Series Prox Cards
Passive Prox/RFID responder
Multi-frequency card reader, UltiCard supports all major RFID standards – for frequency ranges 125/134.2 kHz and 13.56 MHz, including NFC

POWER

AC Power Adaptor: 12 V, 3.0 A
PoE: PoEP IEEE 802.3at
Power Class Levels: 0~4
Maximum Current: 720mA
Voltage Range(at PSE): 50~57v DC
Maximum Power(at PES): 36W
Input Voltage(at PD): 48V
Maximum Power(at PD): 30V

BATTERY (IF INCLUDED)

Voltage: 7.4V
Capacity: 2000mAh
Charge Voltage: 8.4V
Normal Charge: 8hrs
Fast Charge: 5hrs

DIMENSIONS

Width Base with Cover Plate: 7.75 in. (19.6 cm)
Width Fully Configured: 12.325 in. (31.3 cm)
Height: 5.675 in. (14.4 cm)
Depth: 3 in. (7.52 cm)
Weight: 2.9 lbs. (1.3 kg)

swipeclock

swipeclock.com